

			Websites: The Indiana Judicial Center link is: www.in.gov/judiciary/center	The DCS website is: ww.in.gov/dcs/2396.htm
City		Category	Questions	Answers
Indy		???	For Wave 4 - so few were selected. Does this stand as is or will this be under further consideration?	The decisions on Wave 4 stand for contracts beginning January 1, 2009. The next opportunity to submit a proposal for posted Service Standards will be Spring of 2009 for contracts effective July 1, 2009.
Ft. Wayne		Billing	When providing services for another region currently we have to bill that region for the cost of services. With new contract will we be able to include that with our billing since it's all paid by the state?	
Ft. Wayne		Billing	In the past when claims were submitted, there were times when we had referrals that were not in the hands of the regional consultant. We were able to fax our copy to the consultant and receive payment. Will that procedure remain in place?	
Ft. Wayne		Billing		Billing will continue on paper until otherwise notified. (Note there are some programs that HAVE been on electronic payment for several years those will continue as is electronically.)
Ft. Wayne		Billing	We are currently doing our billing electronically will we continue with the new billing system?	Bill will continue until otherwise notified.
Ft. Wayne		Billing	If the penny payment does not come thru, who should we contact?	Contact DCSResourceUnit@dcs.in.gov
Ft. Wayne		Billing	How do we bill for time to complete paperwork, monthly reports, court reports, assessments?	That should all be included in your unit rate.
Ft. Wayne	Financial	Billing	Will we have to perform an A-133	A-133 audit required if ;you receive over \$500,000 federal dollars. If you have questions concerning federal dollars, please contact Michael Sturm at Michael.Sturm@dcs.in.gov
Ft. Wayne		Billing	Informal Adjustment - services - can be paid for?	Yes
Ft. Wayne		Billing	Does the 60 day payment window start when the local DCS office receives the bill or when it gets to the state office?	The local office is considered the State.
Ft. Wayne	IV-E	Billing	IV-E cost report still need to be completed for March 31?	Yes
Ft. Wayne	IV-E	Billing	Cost Report changing to state fiscal year?	No plans at this time.
Ft. Wayne		Billing	Contracts: Can money be moved from another region that has excess funds?	Possibly
Ft. Wayne		Billing	To when or where in the state should the claims be submitted?	All residential and LCPA claims for placement will be sent to the local office. All other services will go to the Regional Coordinator or the the local office. Each will know if the claim was sent in error and will send accordingly.
Indy	*****	Billing	What happens when the RSC exceeds its allocation before the end of the contract term, but still needs services?	DCS will assure that services will be delivered to clients.

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Indy		Billing	What is the difference between a Monthly Service Report sent to FCM/PO and a claim that providers need to send to the regional fiscal agent?	The monthly service report is a report detailing the services provided and the accomplishments toward the goal(s). The claim is for payment of those services.
Indy	4	Billing	As I understand the contract, a service provider should be paid for services rendered within 45 days of submitting an invoice to our local DCS office. (#34 section B in contract) Is there audit criteria available, or information about what is expected and needed for audit purposes.	There are two kinds of audits, program and financial. The outcome Unit will provide the program audit. The criteria for a program audit will include service logs to back - up the units state on monthly claims and all documentation of criteria in the contract.
??	5	Billing	Still not clear about the pay differential between Medicaid and the program contracted for higher amounts. Will there be a process to invoice the different amount?	Medicaid is payer of first choice. Once Medicaid is bill provider can not bill the client nor the state for the difference.
??	19	Billing	Why does our agency (emergency youth shelter...licensed) not get a payment unless youth are placed overnight? Per "billing" we are told the youth must stay the night... but we often provide a full or partial day of service.	Day of arrival not the day of departure.
??	22	Billing	Billing file, not claims is issued thru Dobson/Shively. Will this continue in 2009?	Things will continue unless otherwise notified.
Jeff/Evan	12	billing	Claims Procedure: Do all claims have to be approved by FCM before being paid? If yes: How much of a delay should providers plan for? If FCM does not approve a claim, does that mean we will not get paid? Will the state withhold payment for the rest of the months' services until all FCMs have approved the payment, or will you pay the rest of the claim right away? Comment: Requiring FCM'S to approve claims could prove disastrous for providers. Often times, in the past, we have had to wait months to get a referral from some FCMs.	Yes, The State has time frames for payment of claims and this will continue. A system of progressive approvals have been put in place to ensure that approval or denial of claims or portion of claims are made timely.
Jeff/Evan	16	billing	How will the state ensure timely payment with FCM's & probation officers approving the service? What part does Dodson/Shively play in this?	see above
Jeff/Evan	20	billing	Currently DCS reimburses for school books, field trips & medication etc. How will this work?	For Prevention, these may be purchased through the Community Partners or through the RSCs. For CHINS or JD/JS-some expenses will be included in the per diems and other expenses will be billed separately.
Jeff/Evan	28	billing	My county DCS is still able to pay 2008 claims for December services which will be submitted in January 2009, correct?	Yes
Ft. Wayne		CHC	Will the criminal history website tell me what background checks are required? Who pays for this?	Yes, Provider must pay for background checks/fingerprints.
Ft. Wayne		CHC	How often do background checks need to be done?	Every time a contract is new, there must be new background checks.
Ft. Wayne		CHC	Are fingerprint national background checks required for "alternate caregivers" for wards on children placed in TFC.	Yes
Ft. Wayne		CHC	When we hire a new employee who just received background check at previous employment, is a copy of this good enough for us?	Must be a new background check done by your agency.

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Ft. Wayne		CHC	I completed Criminal background check & was fingerprinted in Fall 2007 @ correctional facility I was consulting with. They submitted that info, @ that time, to state. Do I have to Resubmit this info? Also, Same w/Professional and General Liability Insurance (proof)?	A Criminal Background Checks must be completed for all new contracts. These will be checked at the Contract Monitoring Review (CMR) completed by the Outcomes Unit of DCS.
Indy	Paper	CHC	Are all staff in home-based services required to have FBI checks? Or is that only related to Foster Care?	Any staff that has contact with families and children must have background checks/fingerprints.
Ft. Wayne		Community P	We have recently received an RFP from SCAN, How are SCAN services/Programs related to this? "My Man Mitch" announced State Budget cuts, Any word on cuts to this programs yet?	Providers are allowed to sub-contract services. There has been no word on either Federal or State cuts to DCS programs.
Ft. Wayne		Contract	If a service that is deemed necessary is not available in our region but is available through an adjacent region can we use a provider from the other region to provide those services?	If you have a question, call your Regional Coordinator Coordinator.
Ft. Wayne		Contract	Can new services be added after the contract has been signed?	The next opportunity to submit proposals for new services will be in the Spring of 2009 unless the RSC deems that a service be added to a county that needs the service.
Ft. Wayne		Contract	Could you explain further the "Purchase and Disposition of Property" section of the contract.	This means that if a contract is terminated, any equipment purchased with state or federal funds must be returned to the state.
Ft. Wayne		Contract	Will subcontractors be held to the same standards as those signing contracts - Audit - Insurance?	Yes
Ft. Wayne		Contract	Should I have received contracts already? If I have a referral but contract is not completed, will I get paid for services related after Jan 1 or should I cease all services on Jan ! Until contract is complete? Who should I contact regarding missing contracts. (I've received no contract but have been told by e-mail that contracts from 4 counties have been approved.)	Yes you should have received your IV-B contract. If you are a current provider, you can continue services. If you are a new provider, it is not recommended to start services until your contract is activated.
Ft. Wayne		contract	What happens if something in the service standard or my proposal/changes or is not followed due to illness or financial inability, etc (Exp: If a therapist is ill and is unable to provide services required on referral, what is the expectation of the State? What consequences are there for provider?	Please read contract for procedure to terminate contract.
Indy	3	Contract	For regions where there are gaps in services (ie. Transitional living) and agencies would like to start offering those services, how do they work on getting a contract?	The region would identify the need and if there is a service standard written they would go through the RSC to put into place. If a service standard did not exist for the planned service then the RSC would need to write the standard and submit to the State for Approval. The RFP process would need to be announced.
??	24	Contract	Have not received contract for signature, when will we receive it?	You need to contact Suzanne Kobak at Suzanne.Kobak@dcs.in.gov to see when it was mailed to your agency.
Jeff/Evan	11	Contract	Where can I get information regarding Domestic Violence, Substance Abuse and Staff Safety training that is required (as stated in the RFP/Service Standards)	Contact Ginny Morris at ginny.morris@dcs.in.gov for suggestions.

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Jeff/Evan		Contract	I only applied to provide services for Region 10, but was asked if I would be interested in providing services to other region. Who would I contact to follow up? (The individual that contacted me doesn't know")	Contact the Regional Coordinator for that Region.
Ft. Wayne		Contract/Billir	Our Agency had had a name change and an entity change for the 1009-2011 contracts. All staff and location remain the same. For continuity of service will we be able to use active referrals or will we need to request new referrals by 2009.	The referral form should reflect your agency name change.
Ft. Wayne		Contract/Billir	If a child is placed in residential facility privately by parent at first, but then DCS or probation gets involved, will a new placement agreement need to be signed to establish payment through DCS or Probation?	If DCS is to make payment a placement agreement must be in place.
Ft. Wayne		Contract/Billir	Is there transitional or alternative funding available for some programs that people are enrolled in but that service does not continue?	Not if the State determined that this was a service that they would no longer purchase.
Ft. Wayne		Contracts	If contracts for Wave II, III, IV are not fully executed by 1-1-09 and provider is currently (December 2008) providing services do we continue providing services after 1-1-09 even w/o contract?	Yes
Ft. Wayne		Ethics	Referral Accept/Reject: What happens if the referral for counseling creates and ethical bind for the counselor? For example, asking the counselor to provide individual services to the CHINS child AND the family members who were abusive/neglect: (This doesn't mean family counseling for child's family)	At no time do we wish to put anyone in an ethical bind. Talk with the referral agent and explain circumstance, the referral sorce will decide to either change the service request of you or change providers.
Jeff/Evan	3	Evaluation	Will there also be an evaluation of the success of the policy of relative placement to compare/contrast with out of home placement success?	Research has been completed in other states. Indiana does not plan to do research at this time on this topic.
Jeff/Evan		Fiscal	Can the county still pay for non-contract based services?	There will be some things that will be paid just by claim voucher.
Jeff/Evan	15	Fiscal	Who is our Regional Fiscal Agent (Clark County)? How long will it take to receive reimbursements for services?	See DCS website for names of Regional Finance Managers
Ft. Wayne		General	Referrals for general counseling could be covered by Medicaid or insurance. When services are paid by Medicaid or insurance, not CWS do we include these kids in our CWS evaluation reports? What if there is a client crisis that makes a case manager or therapist exceed the maximum # of hours of service? will we be paid if we exceed?	If the referral is from DCS then yes. If the maximum hours of Medicaid is reached and the provider has a state contract and referral for those services through DCS, payment can be made through the contract as long as the referral did not restrict the services provided.
Ft. Wayne		General	If the Master list will not be ready until the end of January, and there are no Provider fairs scheduled, how ill PO's & FCM's know an agency is available to receive referrals?	They can contact Ginny Morris at ginny.morris@dcs.in.gov
Ft. Wayne		General	Is there going to be a standard form for monthly service report and the claim?	No for report, Yes for claim form
Ft. Wayne		General	How will agencies know which services to focus on in each region with the regards to new services since not every service will be in every region?	Once the Master Provider List is on-line, you can check it.
Ft. Wayne		General	Director Payne made a point at the Juvenile Judges Symposium that cost was important, and the maximizing of federal \$ (i.e. Title IV-E) was important. If the service consultants are instructed to not consider cost, who is, and how are cost criteria evaluated?	The Regional Service Councils are responsible for monitoring expenses.
Ft. Wayne		General	When a judge court orders more services for an agency than is allowed in contract, what do we do?	Follow the Judges order.

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Ft. Wayne		General	If a Region did not pick your agency for services, but ask for them later, how or can this happen?	Copntact Regional Coordinator.
Ft. Wayne		General	Can a judge keep service providers out of court?	Yes
Ft. Wayne		General	How do we go about informing DCS that it is a best practice to provide providers with court orders when they say it is against confidentiality? (This comes from the TOP)	If this is a Residential or LCPA contract show them a copy of your master contract.
Indy		General	Will the outcomes unit also assess the local DCS offices to ensure appropriate practice?	The Outcomes Unit will only monitor providers. The Quality Service Review unit of DCS monitors the DCS Local Offices.
Indy		General	Is there an approved format for monthly service reports?	No
??	7	General	What about DCS care plans. Still cannot get these on a regular basis. Do service providers have to wait for service consultants to put into the system before starting treatment?	As dicussed during the provider trainings, go up the ladder from the FCMs to the local Directors to the State to get DCS case plans on a regular basis until the problem is remedied. FCMs should be entering the case plans into ICWIS on a regular basis.
??	11	General	Will the transfer to a "New" ICWIS happen in the near future? Are case plans entered somewhere in ICWIS? If so, could providers have access to a "read only" version of these for each placement?	Providers will not have access to ICWIS.
??	15	General	When DCS does not concur, under what circumstances would they not appeal	Appeals from DCS will not be on a regular basis.
??	16	General	Can we get a list of DCS service consultants by region or by county?	Regional Fiscal Managers are on the web-site. There will not be a list of Probation Service Consultants on-line.
??	17	General	What are the websites we should have or know for this program?	A list of some website are at the top of this list of questions.
Ft. Wayne		LCPA Contra	Does the ICPA include other services that LCPA is contracted for or is a separate referral needed? (Example: Child placed in therapeutic foster care via ICPA. Does LCPA need separate referral to provide supervised visits under IV-B contract?)	LCPA contract has not been finalized.
Ft. Wayne		LCPA Contra	What is the time frame DCS has to submit Ind Child Place Agreement to the LCPA? For example, when emergency placements are made through YES.	LCPA contract has not been finalized.
Indy	*****	Medicaid	Will the FCM's be checking to see if children and family members have Medicaid before making a referral to a service provider? Will this be marked on the referral?	Yes-if Medicaid is available.
??	20	Out of state	Out-of-State placements are still allowed? All probation appeals go to the state supreme court or before that point.	Yes and Yes.....Director Payne will review each out-of-state placement.
Ft. Wayne		Outcomes	Are the outcomes going to be the same as the contract term?	Outcomes are stated per Service Standard.
Ft. Wayne		Out-State Pla	Regarding out-of-state placements: Is it "either judge Payne will review each case" or "a judge needs to provide decision and concurring evidence" or is it both?	Director Payne will review each out-of-state placement.
Ft. Wayne		Out-State Pla	Does the 50 mile radius include in-state as well as out-of-state for placements?	Out-of-State Placements only.
Ft. Wayne		Probation	Probation has always been on the policing end & not look at the Therapeutic and are they really going to be trained and understand the therapeutic end?	The service consultants will try to reinforce this practice.

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Ft. Wayne		Probation	At this point DCS receives call reporting abuse/neglect they investigate - substantiate or unsubstantiated - is probation involved in this situation?? This child is not a delinquent This child would be a CHINS>	No, unless they are reporting the allegation.
Ft. Wayne		Probation	Will the state monitor DOC referrals by probation? We are hearing (and it started last month) of a significant increase in these referrals b/c PO's say its less work.	Yes, this will be monitored closely as this defests the spirit and intent of HEA 1001.
Ft. Wayne		Probation	In our county, PO's refuse to sign an ICPA but give us a court order- does this suffice or will they be forced to change?	Not sure, probation officers should always sign the ICPA.
Ft. Wayne		Probation	Probation will now be involved in cases where child abuse/neglect are involved? Will be making recommendations on services?	No.
Ft. Wayne		Probation	Are PO's going to approve the claims when it's a probation case? If not, who?	This process has not been fully developed but at present the referring probation officer willconfirm thaata service occurred during an invoice month.
Ft. Wayne		Probation	Will the state pay for a probation child who needs a locked secure unit, but is not meeting the "criteria" for PRFT? (currently counties will pay)	If this is in the best interest of the child0yes.
Ft. Wayne		Probation	The proposal our agency submitted was for a juvenile and their families before there was juvenile court intervention and without juveniles were placed on Informal Adjustment. Is there any process in place to let DCS approval in this type of scenario?	Not at present. Could fall under the Community Partners contract or be addressed during the next wave (proposal) process.
Ft. Wayne		Probation	All Probation appeals go to the State Supreme Court or ?????	Yes, all appeals are heard by the Indiana Supreme Court.
Ft. Wayne		Probation	Have "heard" that the Service Consultant will only continue placement when the child is both a danger to others & a danger to self, &that the provider must show the youth continues to be a danger.	Service Consultants will only be reviewing cases when there is a change in placement or service being requested, not during the normal review hearing process.
Ft. Wayne		Probation	Where is the child during the review/appeal process & what happens to the child when DCS does not agree? Are children then required to move to another placement? & will the current placement receive placement?	The chld will remain where they are and DCS will pay during the appeal process.
Ft. Wayne		Probation	What happens to insure DCS Service Consultants respond within 3 days? Will they be held accountable?	Yes
Ft. Wayne		Probation	Is it expected that there will be significant fewer orders for placement in 2009?	Not sure,. There will always be a need for placement, but we know that youth do better when they are maintained in their home environment and/or community.
Ft. Wayne		Probation	What happens to the child during appeal process.	Child remains where they are.
Ft. Wayne		Probation	When I get a probation referral for counseling, parenting assessment or psychological assessments what will it look like and how will I know it has been authorized appropriately? What does the referral form look like?	The referreal form will be released soon. If the referral form has been sent by a probation officer, this will serve as notice that the service has been approved and/or ordered.
Ft. Wayne		Probation	If specific reasonable efforts language is NOT in the court order, will it impact providers payments?	Yes, DCS will pay for services or placement without this language.
Ft. Wayne		Probation	Will there be a DCS signature on referrals to authorize IV-B services for Probation Cases? Regarding probation services, if the PDR refers for a substance abuse evaluation and the court orders the evaluation, how then will the services recommended by evaluation be approved? (Post Disposition)	If this is a recommendation of the probation officer, ti will be considered with all other recommendations requesting DCS payment.

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??	6	Probation	Is the "IVE findings" on reverse side of delinquency chart the language that has to be contained on all court orders - for CHINS & delinquents - for placement only?	At the date of first removal and/or date of placement or service.
??	8	Probation	Currently I am doing a home based therapy program with 12 active cases. Am I to assume that as of Jan. 1st I will need to get a new referral from Probation Officer? Can I get those now so services are not interrupted?	Services should not be interrupted provided you have a contract (or are in the process of obtaining one) with the State to provide this service. It would not hurt to solicit a new referral though.
??	18	Probation	If providers are not included until after court order, how do we evaluate admission criteria and/or suitability for placement?	This is your right. If you deem the child ineligible or not a good match you can refuse service.
Jeff/Evan	5	Probation	With probation cases, are there different criteria for placement for different offenses?	No, strictly based on the best interest of the child given the documents forwarded by probation.
Jeff/Evan	6	Probation	The delinquency reasonable efforts chart defines the date of placement as when the court found child was abused or neglected or 60 days following removal from home. This does not jibe with the procedure outlined in the training stating Probation Officers have 48 hours before they must request placement. What is the actual timeframe? Should it be based on the statute?	Not sure what this question is asking.
Jeff/Evan		Probation	What should providers do if, as anticipated, probation officers discharge children prior to 48 hours to avoid the referral process, regardless of what may be best for the child	Forward a copy to the discharge summary to the Court.
Jeff/Evan		Probation	Can or should we provide services through appeal process?	Yes, DCS will pay for any program, service or placement during the appeal process.
Jeff/Evan	26	Probation	Placement Flow Chart says " Residential Placement", does this process also apply to placements in foster homes?	Yes
Jeff/Evan	27	Probation	It appears that probation youth will only have a case plan if they are being placed, but is not a case plan (establishing the need for IL services) necessary for Chafee eligibility?	Yes, this is correct and has not changed.
Jeff/Evan	8	Referral	Regarding new referral forms: Does the form have a place for contact information for the placement (foster parents)? If not will you add it please?	Referral form has a section for Other Pertinent Information or Other Significant Persons.
Jeff/Evan	10	Referral	Regarding referral required for payment for services. Will FCM's initiate new referrals when they are due, or is it up to providers to request them?	The FCMs will contact the providers based on the case plan and the need to continue services.
Jeff/Evan	19	Referral	Under the referral section what are the "action steps" from FCM to provider? What is the renewal process?	If you are asking what the process is for a re-referral, the FCM or PO completes the referral form and marks it as a "renewal".
Ft. Wayne		Referrals	Is Referral needed for shelter care?	Yes
Ft. Wayne		Referrals	How will the state know about the current active referrals that will go into next year?	The state will still have copies of the referrals that will roll over after January 1, 2009 (if these referrals are the 6 month referrals under the 06-08 Service Standards. But at renewal, the referral will be for one year).
Ft. Wayne		Referrals	How would we know referral has been entered before starting or billing on services?	You will receive a copy of the referral.
Ft. Wayne		Referrals	What if you need a re-newed referral?	There should be contact with the FCM to decide if re-referral is necessary.

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Ft. Wayne		Referrals	Will service providers still be able to turn down referrals as we do now?	Yes
Ft. Wayne		Referrals	Can we use the referrals we have in our possession that don't expire say - till 4/09 or do the therapist need to get new referrals?	Active referrals can continue. If you started services after 1/1/09, get a new referral. Do not start services without referral.
Ft. Wayne		Referrals	Are the referrals going to specifically say what type of services need to be provided - home based for home based therapy home casework - for home based therapy?	Yes
Ft. Wayne		Referrals	If client does not appear for court and DCS worker request the provider to attend how do we bill for attending court?	See Service Standard.
Ft. Wayne		Referrals	Do local DCS offices have the referral forms that are to be used beg. Jan 1? And have they been trained on the need to enter the referral into the data tracking system?	Yes
Ft. Wayne		Referrals	Can Probation refer to IV-B provider and is it included in regional funding allocations.	Yes
Ft. Wayne		Referrals	Re: Homebased Services: do active referrals on 1-1-09 have to be re-issued with a new service description or will existing referrals remain valid until referral expiration date?	Remian valid until the expiration date.
Ft. Wayne		Referrals	How will we as agencies know if the state received the referral that we got? How will we be notified so that payment is not held up?	If you have it, we should have it.
Ft. Wayne		Referrals	If a family contacts a LCPA for a family preparation before having a referral, who can we get the referral from to go forward with doing the family prep?	They should contact a FCM in the county where the family resides. If that's unsuccessful (no referral for a week), contact the SNAP Specialist for that county to get an Adoption Family Prep referral. Do not start services without a referral.
Ft. Wayne		Referrals	Will new referrals be necessary for currently active clients with referrals for services in 2008 with different titles/language than new contract?	Not if the same service is being provided
Ft. Wayne		Referrals	Does the FAKT Program now require a written referral? In the past, this program was exempted due to the nature of itcan't read rest of question.	No
Ft. Wayne		Referrals	For cases currently underway do we need new referrals as of 1-1-09 or will referrals currently in place that continue on into 2009 suffice?	No
Ft. Wayne		Referrals	What about current kids in services?	Referrals are good until the expiration date.
Ft. Wayne		Referrals	When will we receive referrals? What is the process for receiving referrals and providing services.	Once a contract is acitivated, you should receive referrals.
Ft. Wayne		Referrals	Referrals: Supervised Visitation - can an area be added on the referral for foster placement information (i.e. name, address, phone)?	That would be covered in the section: "Other Pertinent Information or Other Significant Persons".
Ft. Wayne		Referrals	Can we refer the client to another available service funded through another program? If the referral is not approved?	

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Indy		Referrals	A common problem with the home-based referral forms are subtle omissions or incorrect information by the DCS caseworker. It is then up to the service provider to track down the DCS worker which is often difficult and time consuming. Are there any measures under consideration by the DCS to ensure accuracy rather than placing the burden of proof reading the forms on the service provider	DCS hopes to have the referral form in ICWIS in the future.
Indy	clipped	Referrals	Will current ongoing HB cases require new referrals for January 1, 2009?	No.
??	9	Referrals	Referrals good for 6 months v.s. 12 month? Referrals need to be signed, how can we accept them via email?	The current referrals (6 months) under the 06-08 contracts are good until they expire, then you must secure a referral that is good for 12 months.
??	10	Referrals	Can more than one client be listed on the same referral? If, on appeal, DCS is not paying for services, do services stop? What is the notification process of service termination?	DCS pays for services until Appellate Court makes an opinion.
??	13	Referrals	Can standard referral forms be emailed to providers	Yes
??	14	Referrals	Who can sign off on provider referrals? Currently, some counties require Directors, some supervisors and some FCMs will submit with their signatures.	It would be the local DCS Director or their designee.
Ft. Wayne		Reports	If we do weekly reports, is this okay vs having to do monthly reports?	Service Standard requires monthly.
Ft. Wayne		Residential	DCS consultant approves for placement to a residential facility. Can the facility move child between different restrictions/or level of care?	Refer to Master Agreement.
Ft. Wayne		Residential	Is there going to be a systematic format for referrals (i.e. referral process) that is different than the variety of processes that are currently endured and flexibly worked with ? Residential Placement	At this time the child welfare services referral form will be used all, including residential/foster and direct services.
Jeff/Evan	17	Residential	Residential Placements: Now need individual placement agreement and referral as of January 1st. Do we need to go back & get referrals on placements active as of Jan 1?	NO
Ft. Wayne		RSC	Regional Services Council - Are foster parents paid and/or given mileage reimbursement? The same for youth and parents previously involved w/o open CHINS case?	It is dependent on the situation. Some travel is included in per diem.
Ft. Wayne		RSC	How do we know when and where regional service councils meet?	It should be on the DCS website.
Ft. Wayne		RSC	How are providers informed of regional meetings? Are providers expected and/or encouraged to attend?	The DCS website should give the dates of the meetings. Providers are not expected to attend but are welcome to attend.
Indy		RSC	Is there a course of action that can be taken to address concerns with RSC not following practice procedure correctly?	Refer to Regional Manager for questions.
Ft. Wayne		Service	How do we know if there is a limit on number of units or hours for a service?	The referral form does have min/max number of hours that can be completed.
Ft. Wayne		Service Cons	Are there other time constraints? For example if PO's and Service Consultants disagree and plan ???is followed, How long could that take?	The only time constraint is the three day window for review. If there is a disagreement, then the Court will decide the outcome as always.

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Ft. Wayne		Service Cons	How can they be experts with 4 days of training? Won't this add confusion and time and bureaucracy to an already complex process?	The Service Consultants are not asked to be the experts. They all have experience working in this field and are simply another set of eyes to help determine the best interest of the child.
Ft. Wayne		Service Cons	With service consultant working out of home, how can residential facilities communicate with them to educate them on services offered, and discuss service needs, (service or program development based on need)?	Any discussion of service needs for the purposes of developing new programs or services should go through the Regional Services Council.
Ft. Wayne		Service Cons	When child in moving from res program to group home and the group home is part of the res program auspices (owned by & res continuum care) - does consultant become involved.	Yes, any time there is a change in placement or service, these will need to be approved by the Service Consultant.
Ft. Wayne		Service Cons	If not changes from Service Consultants recommendations does the probation consultant or is it all orders?	Not sure what this question is asking.
Ft. Wayne		Service Cons	Will service consultants approve foster care placements?	The same way they approve any other placement, if the placement matches the needs of the child and is in the best interest of the child, then they will concur.
Ft. Wayne		Service Cons	How will the state monitor the service consultant - for ex, ours has a personal relationship with another provider that may impact placement - will they be forbidden provider contact or have formalized contact opportunities?	Contact with providers will be formalized.
Ft. Wayne		Service Cons	On the placement flow chart at which point has the Individual Child Placing Agreement been sent to Intake Coordinators	After the court has issued an order placing the child.
Ft. Wayne		Service Cons	Where is the child during the 3-day turn around with Service Consultants?	Wherever they are presently be that in the home, detention center, shetler, etc.
Ft. Wayne		Service Cons	How can the DCS consultant get information on residential programs?	Tours/Provider Fairs
Ft. Wayne		Service Cons	How do we know we are on the list the service consultants is looking at?	If you have a contract with the State to provider services, then you are on the "list".
Ft. Wayne		Service Cons	Who are consultants? What referral from would we receive (residential) if emergency placement?	Tehre will most likely not be a referral form for emergency placements.
Ft. Wayne		Service Cons	How can we find out who all the regional service consultants are?	Provider Fairs probably are the best opportunity for this.
Ft. Wayne		Service Cons	Are the service consultants in a pool or are they assigned to a region?	They are assigned by region, though are expected to provide coverage in other regions if necessary.
Ft. Wayne		Service Cons	How many service consultants will be hired? Are they deployed by region or county?	A minimum of one per region, though several "high volume" regions have multiple consultants.
Jeff/Evan	7	Service Cons	What criteria will consultants use to evaluate placement decisions? What information will consultants be given about providers?	See the DCS Consideration Report that ws included in your packet. This is the summary of their analysis.
Jeff/Evan	23	Service Cons	How will the Service Consultants know about services offered at various facilities?	Through tours and a questionnaire that they have developed.
Jeff/Evan		Service Cons	Will a contact list of the consultants be available to providers for marketing purposes and questions?	The Service Consultants should not be marketed to. They will be meeting with service providers in the coming months.
Jeff/Evan		Service Cons	Will consultant tour facilities and visit kids in placement?	The service consultants will tour residential facilities, but will not be visiting children.

City		Category	Questions	Answers
Jeff/Evan	29	Service Cons	Who are Region 18's two Service Consultants?	Lisa Fawbush and Scott Phillips.
Jeff/Evan	31	Service Cons	How will it be addressed if you think a Regional Service Consultant is black balling an agency?	You can contact me (Jason.mcmanus@dcs.in.gov) to discuss if this is truly a problem.
Jeff/Evan	24	Service List	How do we get a new service listed on the "master list"? Who is the contact person?	The "Master Provider List" is a list of all contracted services. New services that might be approved during the Spring of 2009 proposal process will be added on a quarterly basis. The contact person is Ginny Morris at ginny.morris@dcs.in.gov
Jeff/Evan		Service List	When will the master list be on-line?	Yes
Jeff/Evan		Service List	How can we make sure are on that list prior to it being on -line?	Again, the Master Provider List is a list of all contracted services under IV-B via the Waves.
Jeff/Evan		Service Stand	Who can I contact regarding changes in Drug testing? As a new provider, what are the guidelines for marketing my services to the Region I have been awarded a contract?	The contact person is Ginny Morris at ginny.morris@dcs.in.gov
Jeff/Evan	13	Service Stand	Can you please summarize the changes in drug screening standarad? Is it true that DCS staff will not longer be allowed to participate in screen?	We are looking at continuity in language and billable units. DCS staff will be able to do the swabs but not the urine tests.
Jeff/Evan	21	Service Stand	Can "Crisis Intervention" and other "Goal directions communicated" done via telephone be billed as "face to face	Yes
Jeff/Evan		Service Stand	At today's meeting Celia Leaird stated that court time is billable as face to face contact - this contradicts the service standard (pg 103 RFP). Which is correct? Can I get that in writing?	Celia meant that this is included in the face-to-face unit rate.
Jeff/Evan		Service Stand	Regarding Billable Unit: Face to Face time with client. What is the difference between "Case Conferencing" and "collateral contact" in the definition of billable unit?	Collateral is secondary contact.
Jeff/Evan		Service Stand	Regarding service standards: Supervision Our standard requires one hour of supervision per 20 hours of direct client servicesprovided; if a worker provides only 4-5 hours of services, can the supervision time be adjusted accordingly?	Yes
Jeff/Evan	22	Service Stand	I am developing a Regional (6 county) Child Advocacy Center. Although I agreed to the service standard as published, I'm having difficulty fulfilling 1 Requirment: forensic Interviewer Qualifications Needs 2 yrs Experience with Multi-Disciplinary Team. Because there have been no MDT's in the region, There is nobody within our 1800 SQ.Miles with this Qualification. Could you Amend the Qualification for NEW Centers to : Mimimum - 5 day interview training (Child First- Finding Words Indiana Perferably) Plus advanced training within first year (instead of 2 yrs experience) This problem affects @4 CAC's. and I think this amendment would be reasonable & high quality. (Gave name and phone #)	We will take that into consideration when the posted Service Standards will be reviewed/revised in the Spring of 2009. Contact Ginny Morris at ginny.morris@dcs.in.gov or 317-234-4210.
Ft. Wayne		Service Stand	When will we have access to and who will provide the communication regarding substance abuse service standard changes? Any idea on areas that needed updating?	You can contact Ginny Morris at ginny.morris@dcs.in.gov

City		Category	Questions	Answers
Ft. Wayne		Service Standard	How do local courts - providers become a part of the new standard development is we identify a new service that require a standard.	Contact the Regional Services Council and Ginny Morris at ginny.morris@dcs.in.gov
Ft. Wayne		Service Standard	Are we required to have DCS complete evaluation of our services to them, if so does the state or Reg Council have an evaluation form in place to be used? Same question with families receiving supervised visits.	The Regional Coordinator send the evaluations to the local offices on each service/contract. The contractor is not involved in this process. Most but not all Service Standard have in their outcomes that providers will evaluate client satisfaction.
Ft. Wayne		Service Standard	Is there a service standard for FP banquets/memberships/camp memberships and can we propose it now w/o an RFP being released again if the RSC determines there is a need for it?	This has not been decided.
Ft. Wayne		Service Standard	Will tracked svs. Standards be used in determining increased rates for home based svs provider in RURAL areas where these are generally higher in incidence and in cost?	There will not be a unit rate for Urban and one for Rural-providers should consider this in submitting a budget for rates that are higher than the published unit rate for the various Service Standards.
Ft. Wayne		Service Standard	Can we have a list of "requested services" and what is covered under each of them?	All of the published Service Standards have been combined (Waves 1-4) and will be placed on the DCS website. The Service Standards define what is covered under each.
Indy		Service Standard	We are an outpatient counseling agency when we are asked to attend child family meeting or court: even though there might be face to face time it does not necessarily match with the service standard for counseling. How can this meeting or court time be billed.	Your unit rate should take into consideration these factors.
Indy	cards	Service Standard	Intensive Reunification/Preservation Services - IF a family is referred this month (Dec 08) will we continue billing the multiple stages when January, etc rolls around?	Contact Sharon Swanson at Sharon.Swanson@dcs.in.gov
??	12	Service Standard	Certification of the "*" on the service standard sheet in the packet... Who is tracking the listed services in the "*" and how are they being tracked?	Contact the Regional Coordinator for tracking of specific service standards.
Jeff/Evan	2	Service Standard	How do we, providers, access the \$500 emergency funds for intensive clients and will DCS workers be educated about these funds	If you are talking about the service standard "Home-Based Intensive Family Preservation Services" there is a billable unit defined in the standard.
Jeff/Evan	9	Service Standard	Regarding Service Standards: According to page 10 in our packet, the standard for (supervised) visitation facilitation & parent education have been amended, what has been revised? Where can we find the revised standard? Will providers be notified in the future when standards are revised?	The paraprofessional staff was added under qualifications. When Service Standards are revised and posted, there is a communication sent out to the Regional Coordinators, Regional Managers, Probation Officers, Judges with Juvenile Jurisdiction and the Local DCS offices.
Jeff/Evan	25	Service Standard	Who is responsible for payment for residential treatment of substance abuse since the state no longer funds this? What are the options? Adults Specifically! David Thompson - Salvation Army Harbor Light Center.	DCS is considering revising the Residential Detoxification Service Standard under Wave 4 to cover adults/families.
Jeff/Evan	30	Service Standard	I am providing foster parent support services. So, I need a referral for every foster family and every foster child placed in their home.	Yes

City		Category	Questions	Answers
Ft. Wayne		Services	Is there an up to date list of providers and services that has been published for FCM & Prob. Officers?	There will be a Master Provider List on the DCS website for everyone to use that will be updated quarterly.
Ft. Wayne		Services	I there a website that lists the service providers authorized by state to deliver services.	There will be a Master Provider List on the DCS website for everyone to use that will be updated quarterly.
Ft. Wayne		Services	Who do we e-mail to receive the information on regional allocations.	You can contact the Regional Finance Manager for information on Regional Allocations.
Indy	typed 2.	Wave	If we missed the wave for one of our services (ie. Mentoring) are we unable to apply again until 2011? I don't understand how the CPCS side of extra funding works &/or	Mentoring is a service that DCS will not purchase. Except for the Chafee IL Services-Mentoring/Lifelong Connections Service Standard. It will not be available until this Spring.
Ft. Wayne		Waves	Have all wave 3 providers approved been notified?	Yes
Ft. Wayne		Waves	If you are contracted for a service and want to provide a different service on another wave, is that possible to do?	No-Not until Spring of 2009
Jeff/Evan	18	Web	Where precisely on the website is the information to which you are referring (forms, communication)? I have searched in.gov/dcs and have not found much particularly in relation to training info. Nor is anything on IARCCA site.	See links at top of the page.